User Guide

Skype for Business

Disclaimer

Periodically changes to business processes or updates to systems or applications result in the updating of training guides and support materials. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front which details when the document was last updated. To check you have the current version please email it.training@sthk.nhs.uk

Change Control

Document Type			Document Title		
User Guide Manual			**Skype for Business Basic**		
Version	**Date**	**Owner**	**Change**		**Purpose**
V0.1	07 February 2020	Wendy Price	Creation		User Guide
V0.2	12 February 2020	Dia Broughton	Minor Spelling Changes		Proof Read
V0.3	26 February 2020	Pam Glover			End User Usability
V1.1	26 February 2020	Gareth Williams			Quality
V1.2	26 February 2020	Christine Cowell			Quality
V1.3	9 March 2020	Wendy Price	Addition of Functionality		Improved Functionality

Document Approval

Version	Date	Approver Name	Approver Job Title
V1.0	26 February 2020	Wendy Price	IT Training Manager
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V3.0	9 March 2020	Wendy Price	IT Training Manager
V4.0	13 March 2020	Wendy Price	IT Training Manager
V5.0	02 April 2020	Wendy Price	IT Training Manager

Key to icons

	Information.
	Time saving tips.
	Caution or an action to be aware of.

Table of Contents

Microsoft Skype for Business Basic

Skype for Business Basic is a unified communications (UC) platform that brings together multiple channels of communications. Business Basic gives you Instant messaging (IM), audio and video calls, online meetings, availability (presence) information and file transfer features.

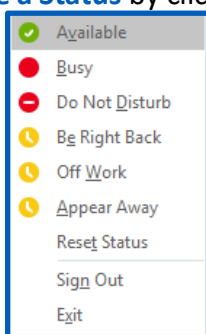Skype will automatically log in on Windows Startup.

Navigate around Skype

1. **What's Happening today?**
   Click once and type a message into the field.

2. Click the **Badge Icon** to add a photo.

3. **Choose a Status** by clicking the ▼

✓	A̲vailable
🔴	B̲usy
⊖	Do Not D̲isturb
🕐	B̲e Right Back
🕐	Off W̲ork
🕐	Appear A̲way
	Rese̲t Status
	Sig̲n Out
	E̲xit

4. **Enter your Location.**
   Click once and type location.

5. **Contacts** that are added as **Favourites** will be listed here.

6. **Other Contacts** that are added as will be listed here.

7. **Create specific Groups** of colleagues for easier access.

   ┌─────────────────────────────
   Status Options
   Available - the usual default setting unless there is an appointment in your Outlook calendar.
   Busy - This can be set up to change if the user has been inactive on Skype for a set number of minutes. This would indicate the user may not be at their desk when sending an IM.
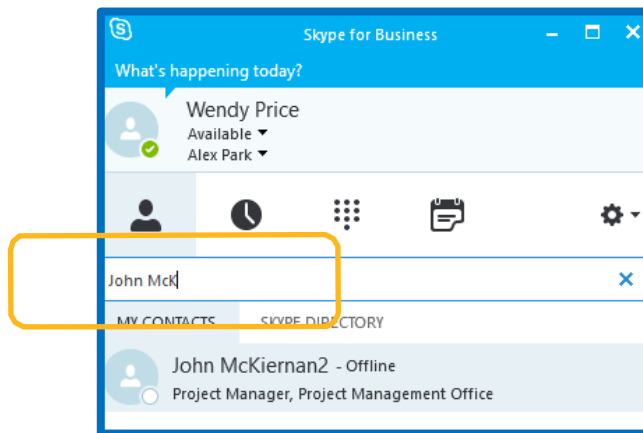   └─────────────────────────────
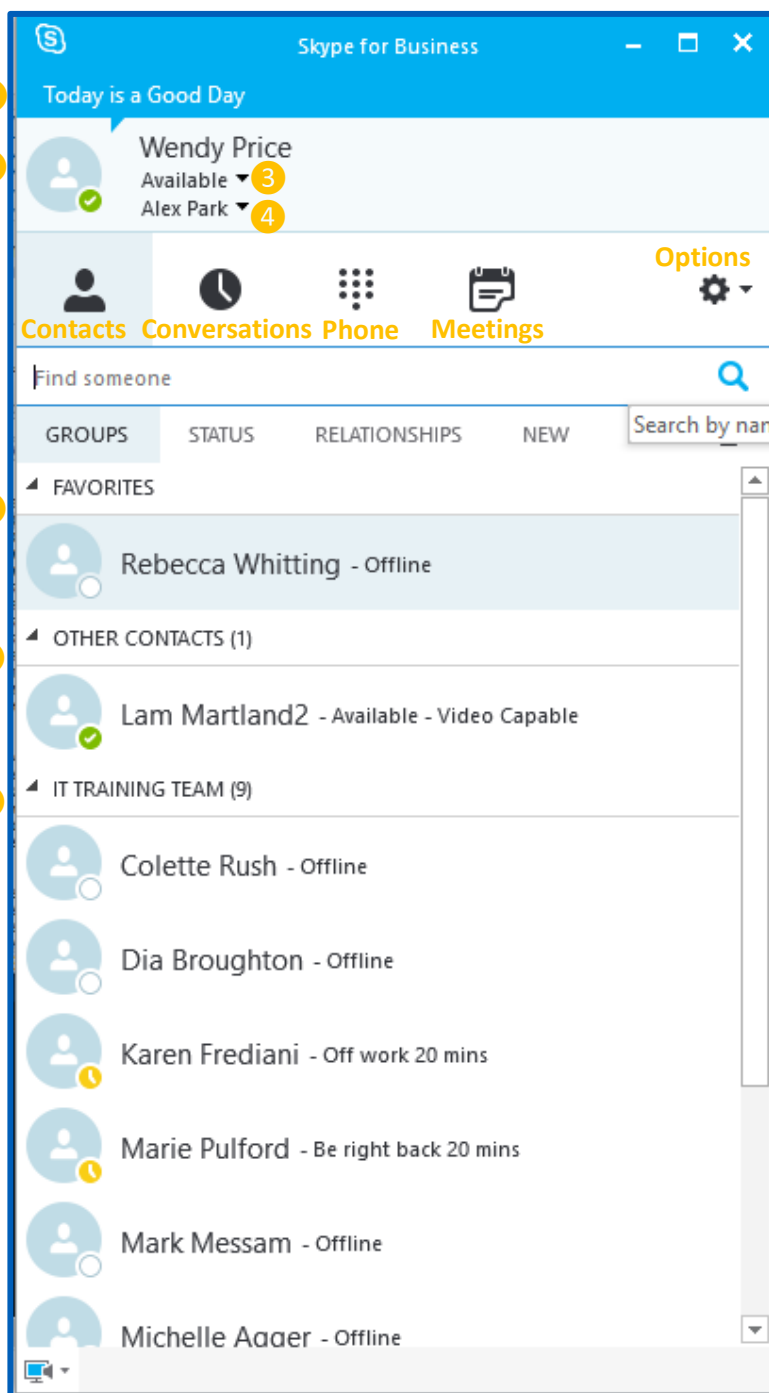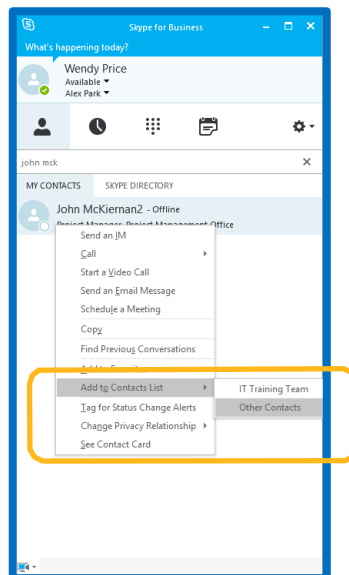
Contacts

To Create a Contact

🕐 *Quickest way if contact is from within our organisation:*

1. **Type** a person's name in the search bar. As you type, search results will start to appear below the search box and anyone who matches that name will display.
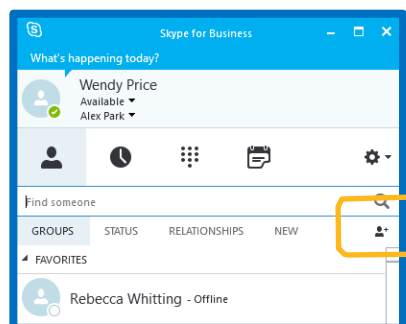

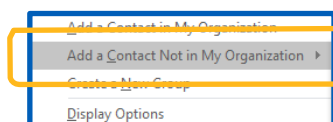2. **Right-click** the contact and select **Add to Contact List, Other Contacts**

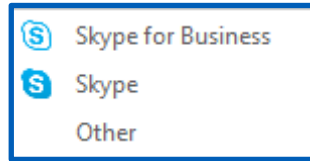
If contacts are not from our organisation:

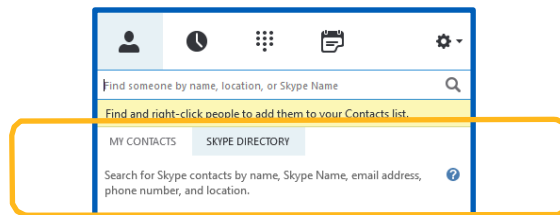1. Select the **Add a Contact** logo 👤⁺.

2. Select **Add a Contact Not in My Organisation.**

Three Options:

Skype for Business
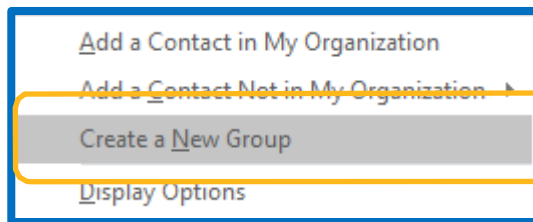

Skype

Other

3. **Type** in **IM Address** and click **OK**.

To Create a Group
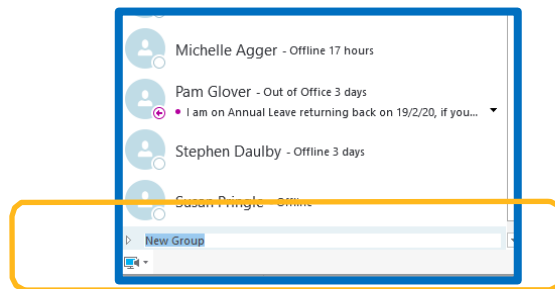
1. Select the **Add a Contact** logo .
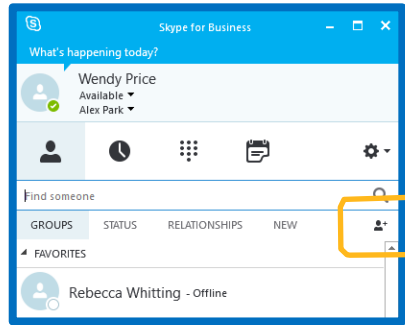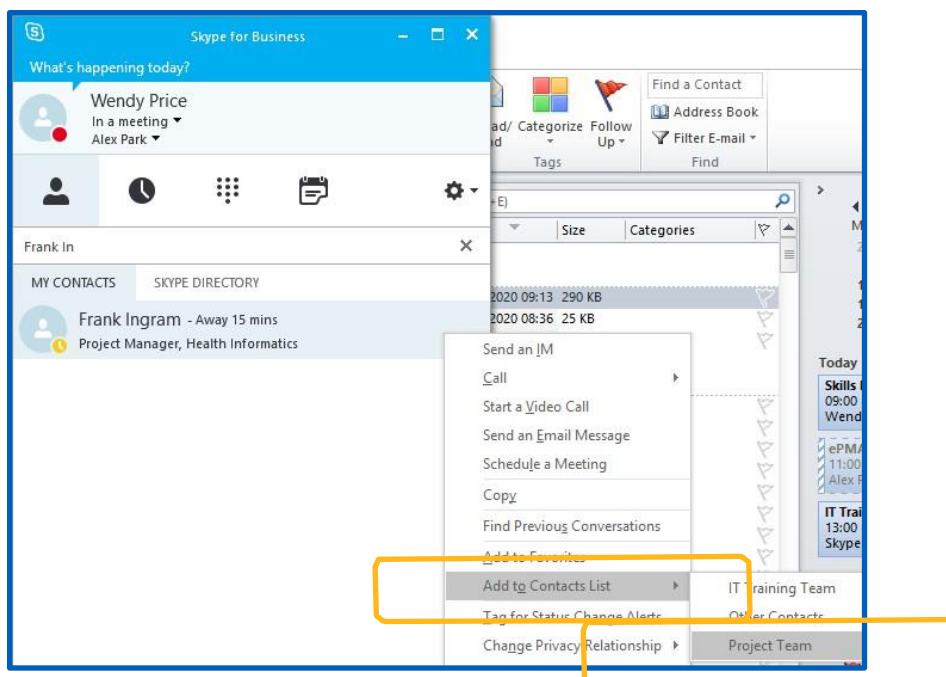

2. Select **Create a New Group**

3. Type in a Name for your **New Group i.e. Project Team** and press **Enter**.

4. **Search** for a **Contact** and **right click** over the name.
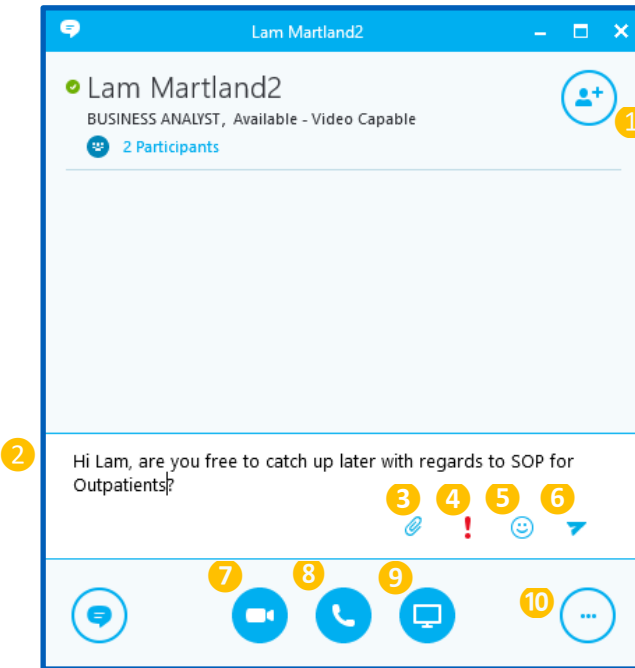
5. Choose **Add to Contacts List** and choose required **Group**

Send an Instant Message (IM)

An IM is similar to a text message sent online but with no character restrictions.
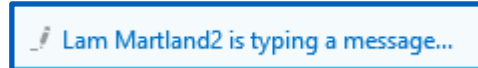
1. **Double click** the contact image/icon to launch IM.

2. Type the message.

3. Press the **Enter** on the keyboard **or** click the **Send icon** at the bottom of the IM.

When the recipient replies, a pencil icon will display to indicate they are typing.

> _i_ Lam Martland2 is typing a message...

4. **Additional contacts** can be added if required by clicking the plus 👤⁺ contact button on the right of the window.
5. **The message** can be changed to a **Video Call or Call by clicking the**

The meeting can be changed to become a video conference call or an audio conference call.

Video Conference - allows the option to visually see those in the meeting. The person speaking will appear on the screen in a bigger picture to the others.

Call Conference - The users will have their names and photo (if loaded) shown. The name and image will show bigger depending on who is talking.
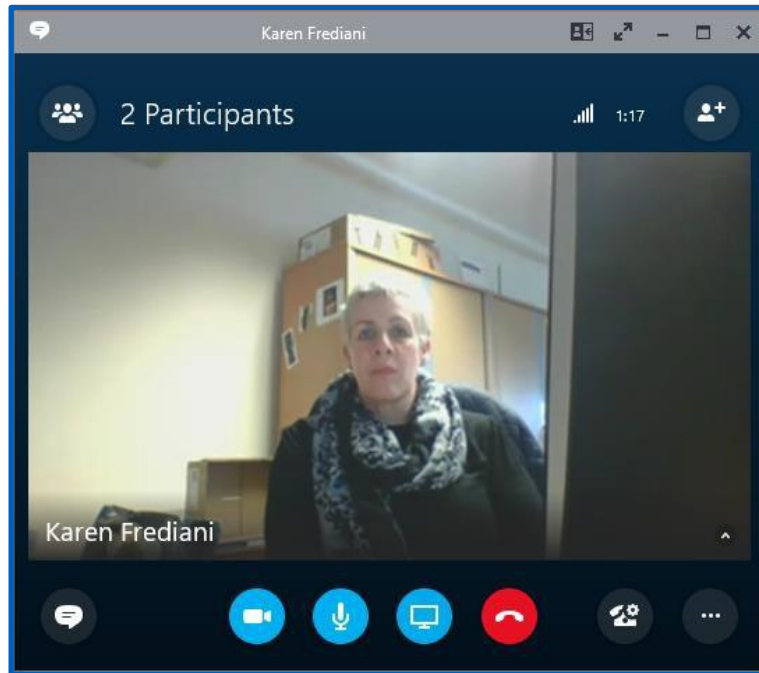
Screen Sharing - allows the caller to show everyone on the call their computer screen.

Start a Call or Video Call from IM

Calls can be started from within IM using the icons located at the bottom of the screen.

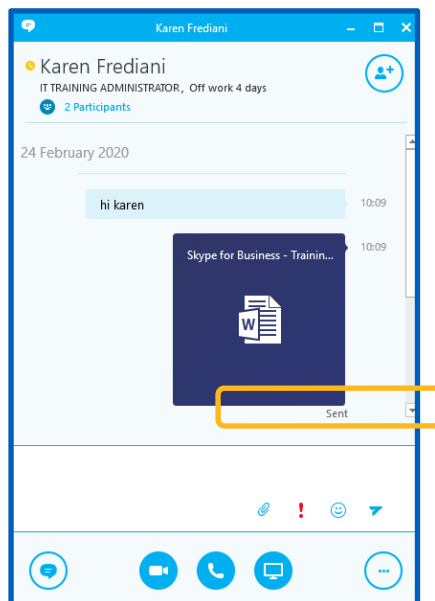**Ensure your laptop webcam is not covered.**
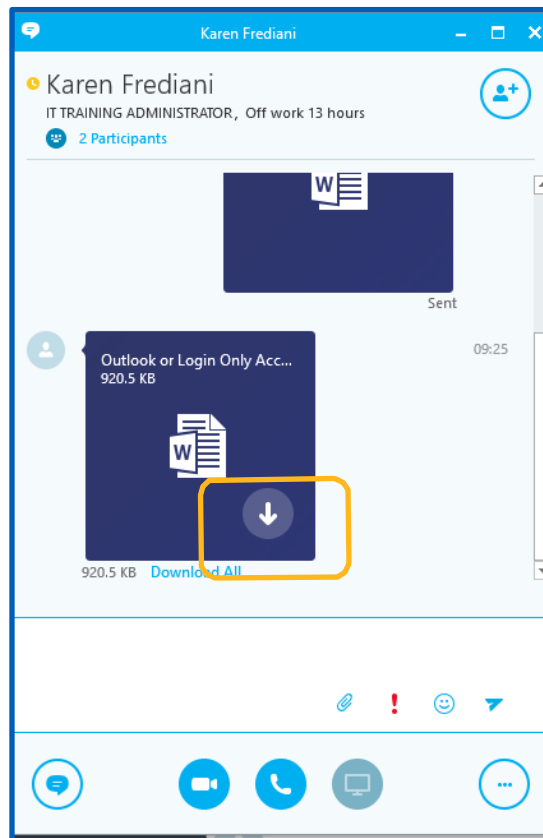

To Attach a Document or File

Skype for Business has the ability to allow the user to share documents with other contacts via Instant Message.

1. From the **IM** window click on the **Paperclip** icon
2. Select the file to send to the contact ,click **Open**.
3. The file will be sent to the recipient and show as **Sent**.

To Open a Document or File

1. Click **Download** if you are the recepient.

2. Click the **document icon** to open the file. It will launch in the relevant software programme.

Audio and Video Calls

A call can be a created directly without opening an IM.

1. **Hover** over the contact and **click** the 🎦 or 📞 **option.**

2. To End the call **click** the **Red Telephone Icon** at the bottom of the window. 📞

⚠️The contact will need to be logged in for the call to connect. Otherwise, a dial tone sound will be heard with an IM message that reads

❌ Pam Glover is unavailable or may be offline.　[Retry]　　　　　　　　✖
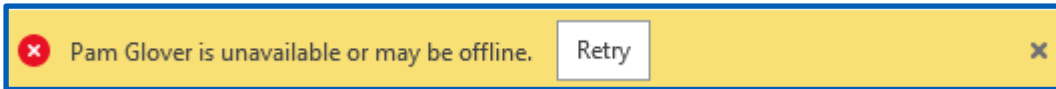
Call Controls – **Hold** │ **Transfer** │ **Devices**
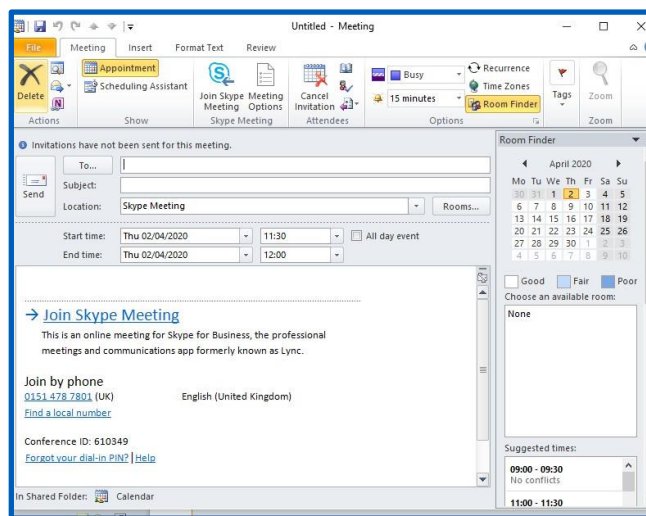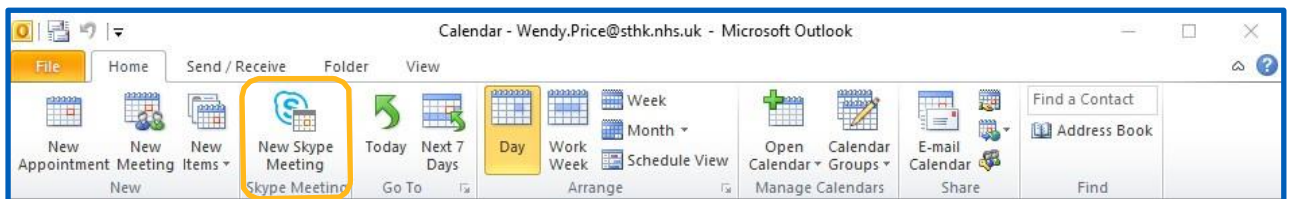
Call Options – **Manage Recordings** │ **Text Display Size** │ **Change Font** │**High Priority**

Skype Meetings

i **Future** meetings can be created via your Outlook Calendar.

⚠ You **cannot** send invites from Shared Calendars.

⚠ You must set **Meeting Options** to ensure **a unique set of joining instructions is created**.
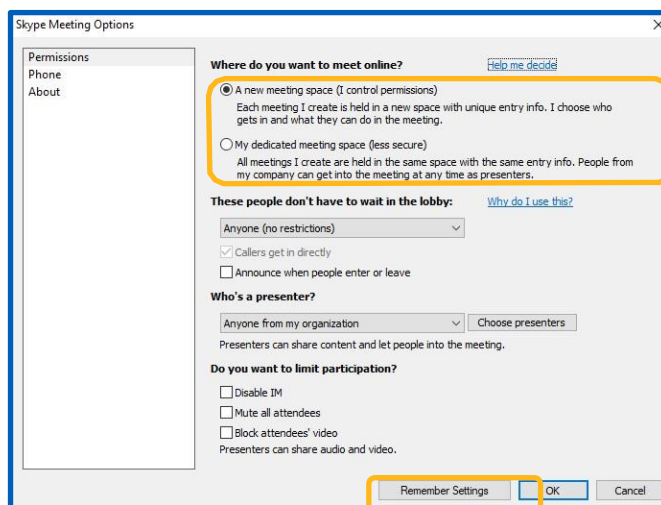
Settings

1. From **Calendar View**, click the **New Skype Meeting** Icon.

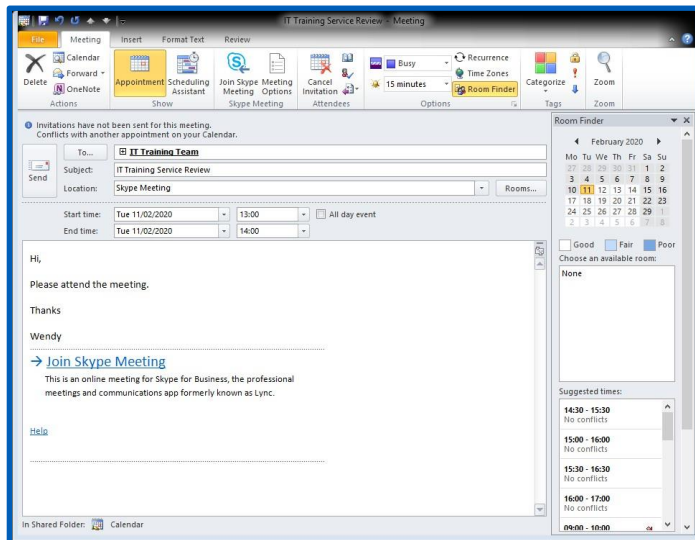

2. Click the **Meeting Options** Icon.
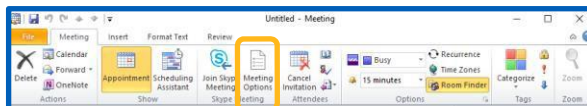
3. Ensure that the option '**Where do you want to meet online?**' is selected.
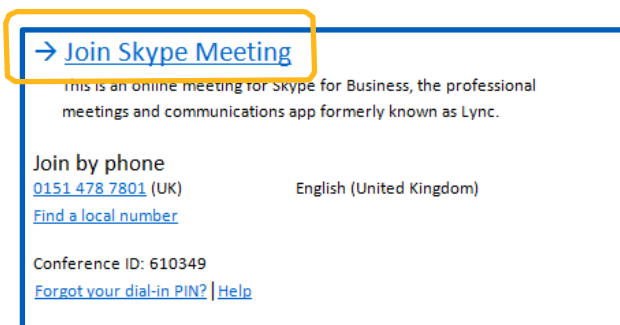

4. Click **Remember Settings.**

Schedule a Skype Meeting

5. Add attendees through the '**To'** Button or **Add a Group**

6. Enter Meeting details ie, subject, date/time and message.

7. Click **Send**.

Join a Skype Meeting

1. Open the **Appointment** in **Outlook** Calendar.

2. Click the **Join Skype Meeting** link to open Skype.

The link will load Skype and open the meeting. Depending on the internet connection it may take a few minutes. Once it has loaded it may show that you are the only person on the call until the other recipients join.
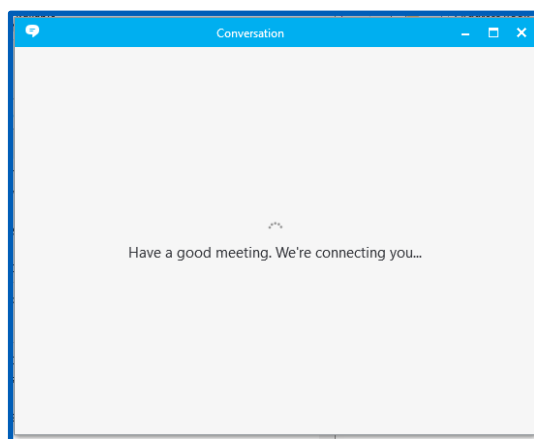
Join a Meeting as a Guest

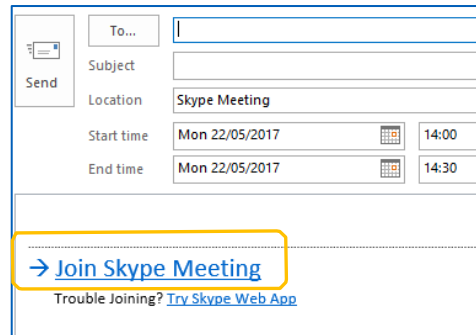Where a user does not have **Skype for Business** installed, or no **Skype** account at all, they can join a meeting as a **Guest**.
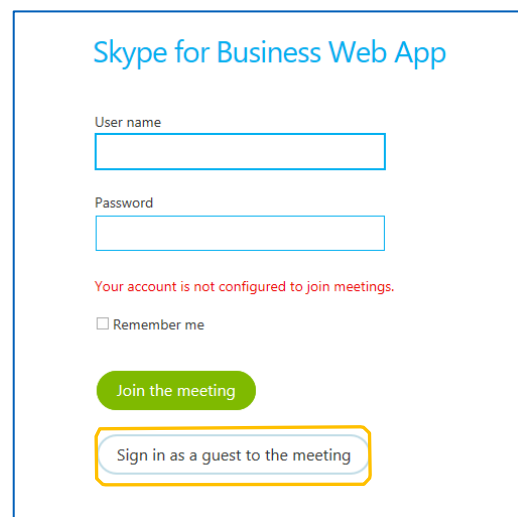
⚠️ A meeting invitation **must** be sent via Outlook by the meeting organiser.

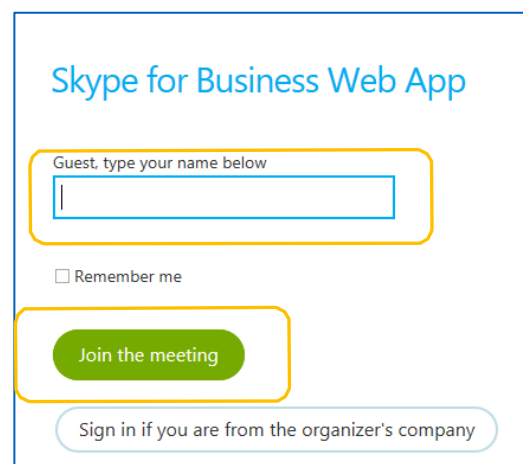1. From within the invite, click on the **Join Skype Meeting** link.

2. Click **Sign in as a guest to the meeting**.

3. Enter your **name** in the box provided. Click **Join the Meeting**.

Meeting View

Once a meeting has been joined, the participants will be visible on the screen. The person talking will have their image prominently displayed.

The icons at the bottom enable different aspects of call management :

- The speech bubble icon is to send an IM message.
- The camera icon is to Share Video.
- The microphone icon is to Mute or Unmute audio.
- The red telephone icon is to end a call.
- The rotary telephone icon is to transfer calls, hold or switch devices.

In Meeting Settings

- Click IM Text Display Size to increase the size of the words in an IM.
- Click Change Font to change the font of text within an IM.
- Click End Meeting to end a Meeting currently in progress.
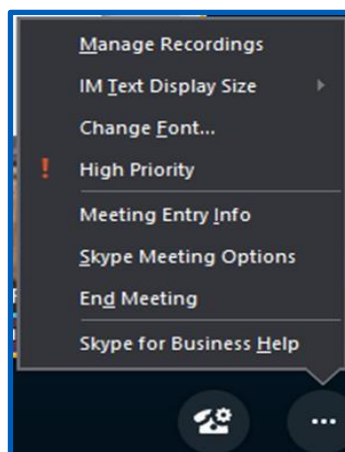
Screen Sharing

Users are able to share their screen with others within the call.
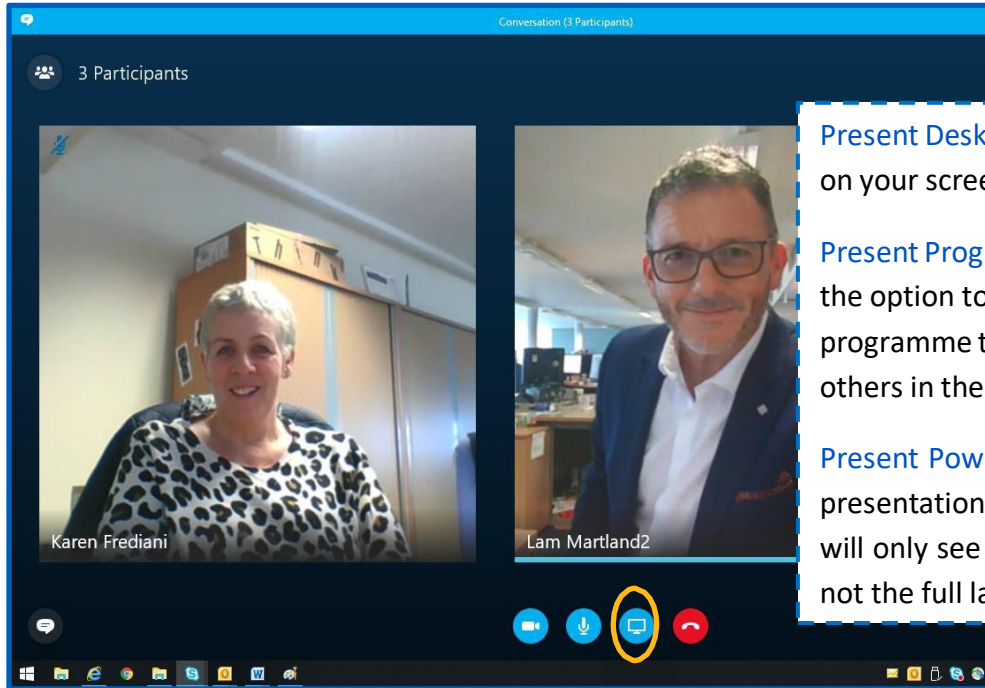
Present Desktop - mirrors what is on your screen to the other users.

Present Programme - gives the user the option to choose which running programme they wish to present to others in the meeting.

Present PowerPoint Files - ideal for presentations. Others on the call will only see the PowerPoint and not the full laptop screen.

Present Desktop

Users are able to present their screens to other users. A orange border will indicate what is being presented to the other users on the call.
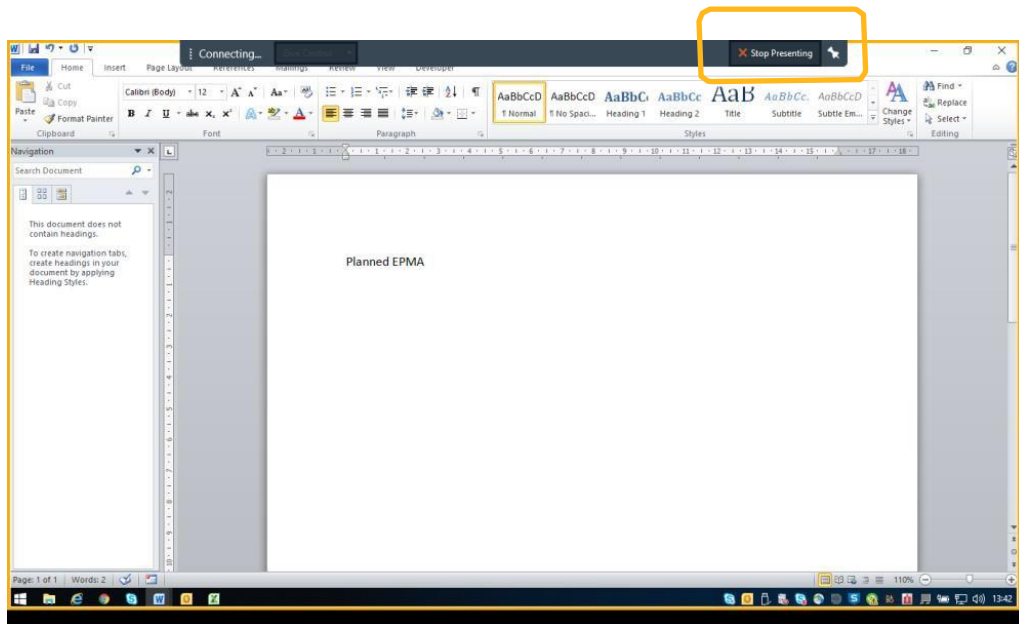
1. To stop the presentation click **Stop Presenting.** This will stop others viewing your screen.

Present PowerPoint Presentation

Users are able to present a full PowerPoint presentation to others within the conference call. The user can expand their notes without the other users seeing this.
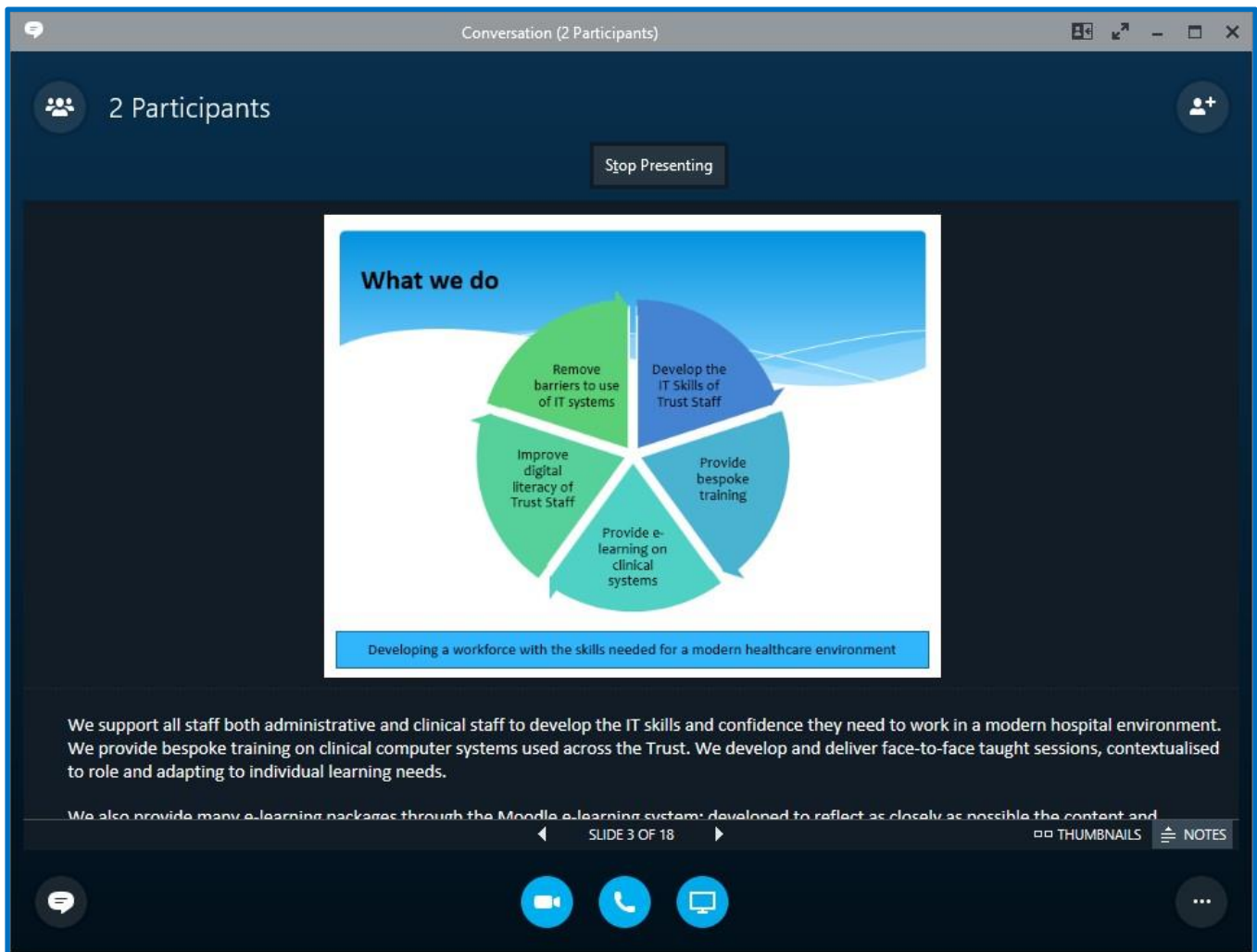
1. To stop the presentation click **Stop Presenting.** This will stop others viewing your screen.

Dial in Conferencing

Dial-in **conferencing** is a feature of **Skype** for Business that allows meeting attendees to join the audio portion of a meeting by calling into the meeting from a phone.

1. From the '**Mail'** or '**Calendar View'** in **MS Outlook** click **New Items**, choose **Skype Meeting**.
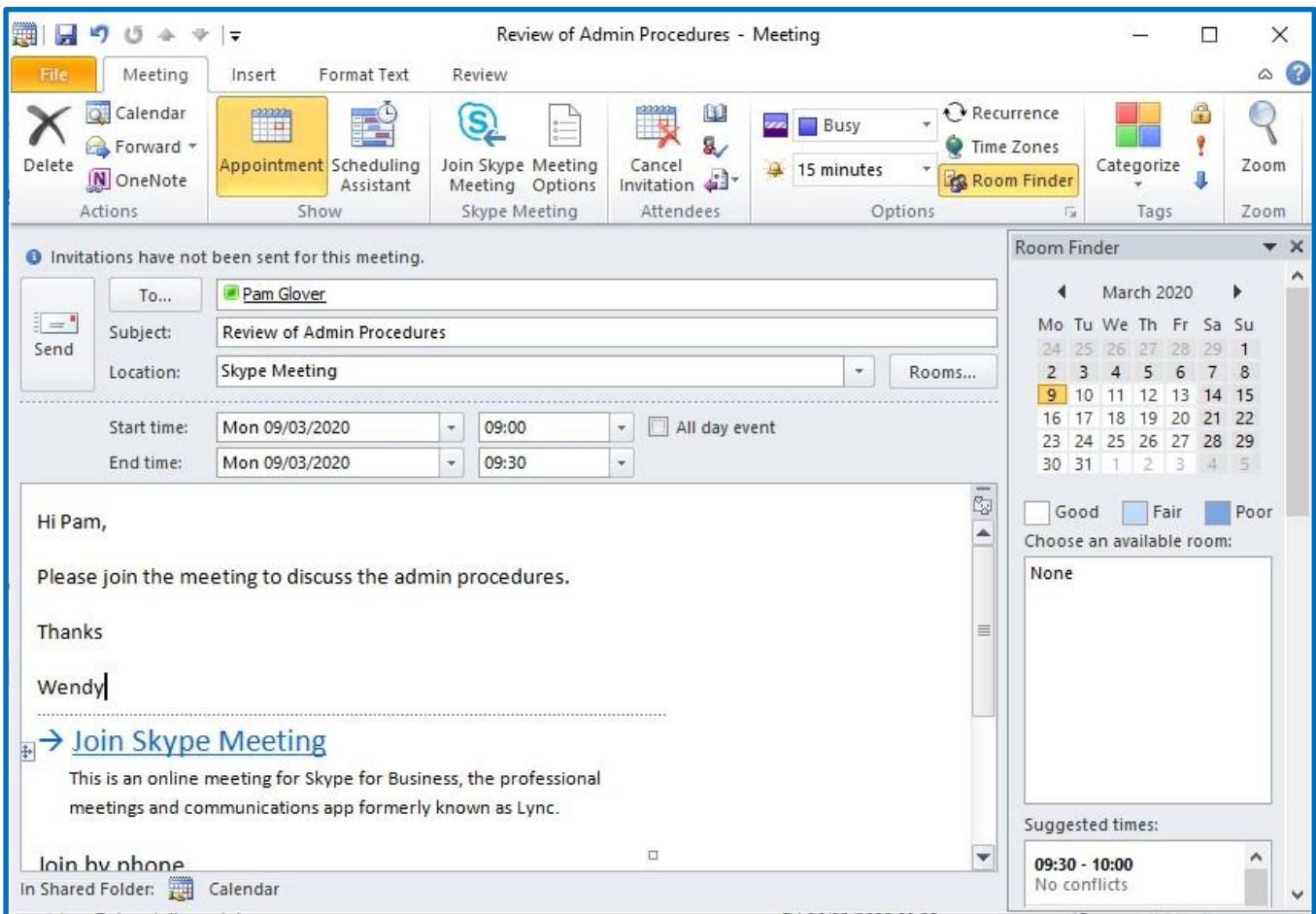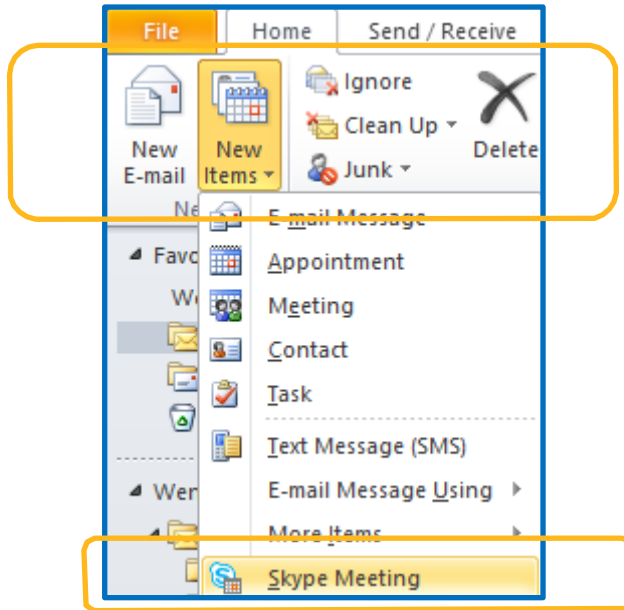
2. Enter the meeting request details. Click **Send**.

3. Click the **Meetings** 🗒 tab in **Skype for Business**. The meeting will appear in the list.
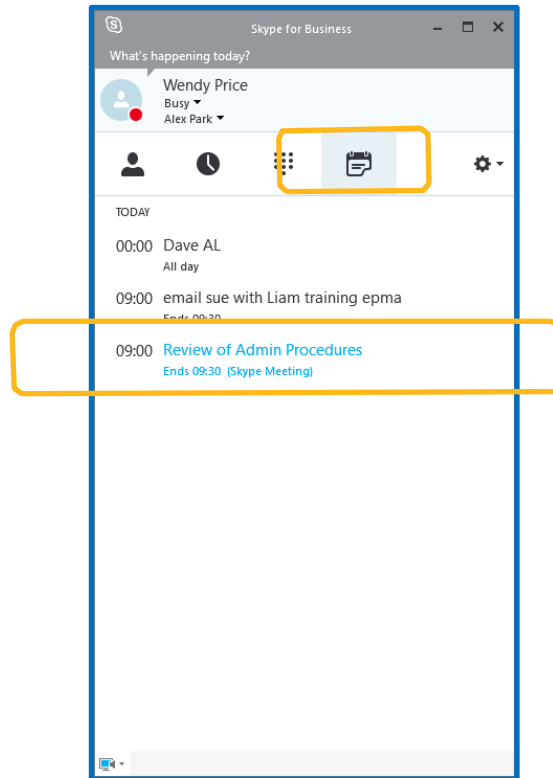
4. Double-click the **Meeting Invite** and choose **Use Skype for Business.**

5. Click **Ok**. To add more people click the '**Invite More People**' Button.
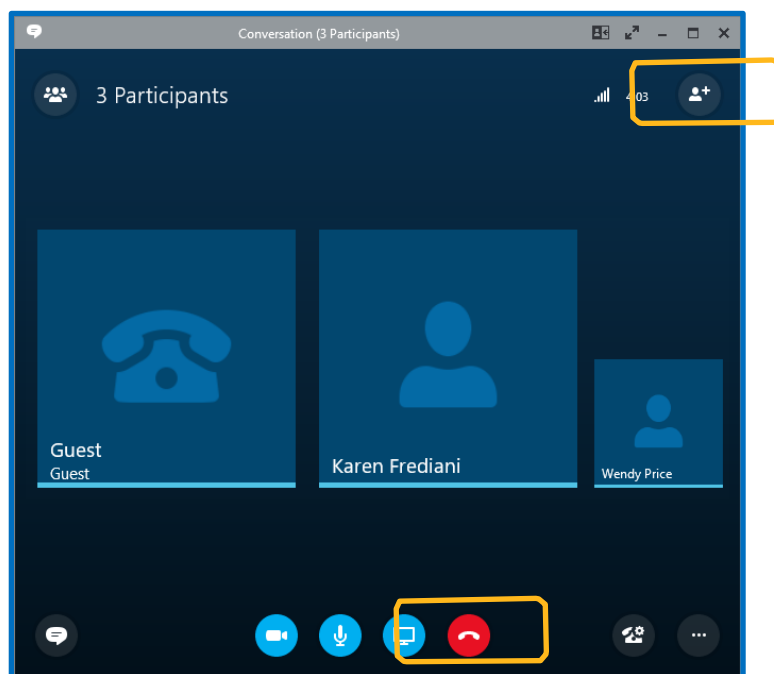
6. To end the call click the **Hang Up** button. 🔴

How to download Skype for Bussincess on IPADs, Iphones and Android Devices

1. Tap the **Apps** icon.

2. Scroll down and tap **Play Store or App Store**.
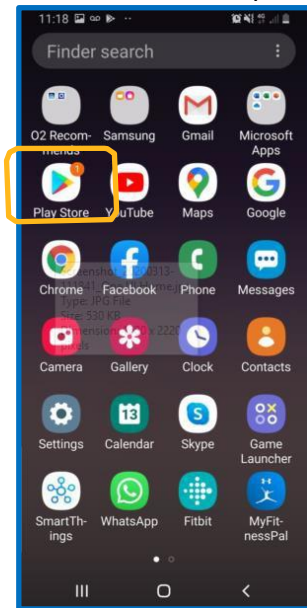
3. Type **Skype for Business** into the search box. **Tap** the **Search Key** 🔍.
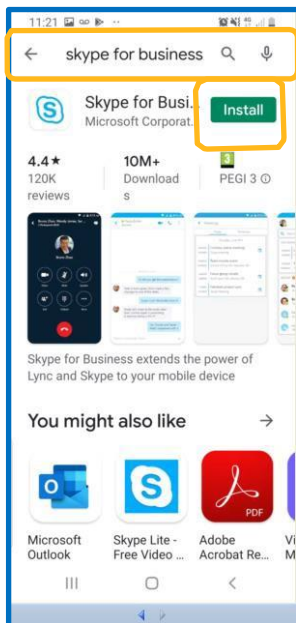
4. Select skype for business from the search results. Tap **INSTALL**.

5. Tap **OPEN**.

1. The next screen may appear. **Click** the **arrow** →

New in Android 6.0 and higher

Skype for Business built for
Android 6.0 and higher will ask
for permissions only when they
are needed once you start using
the app.

If you want to review or change
the permissions later, you can
easily do that in app settings on
your device.

2. <u>Five steps</u> will appear: **Deny** or **Allow (these are your own personal choices) By denying may reduce functionality**

Allow **Skype for Business** to access photos, media and files on your device?

1 of 5   Deny   Allow

Allow **Skype for Business** to make and manage phone calls?
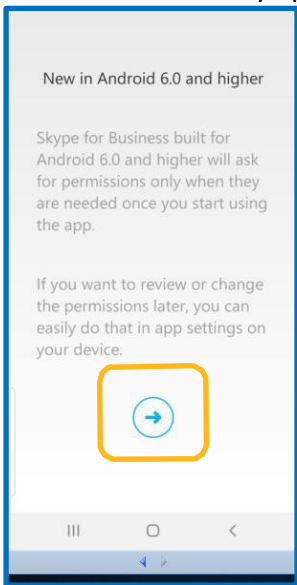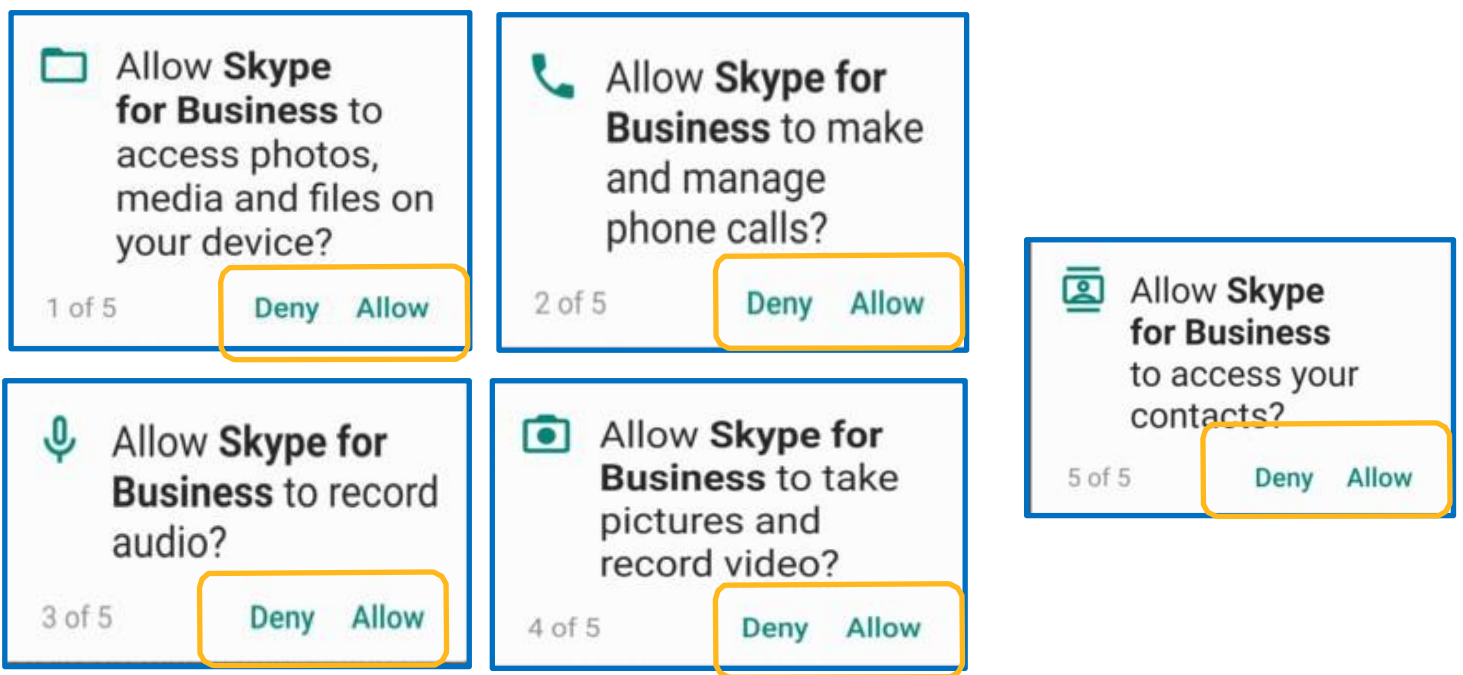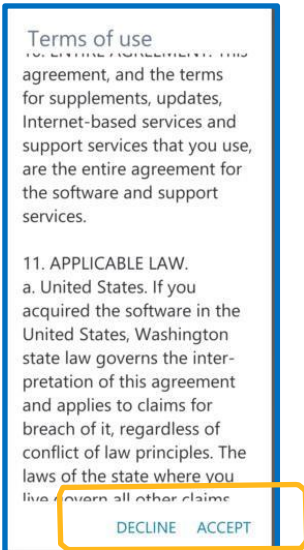
2 of 5   Deny   Allow

Allow **Skype for Business** to access your contacts?

5 of 5   Deny   Allow

Allow **Skype for Business** to record audio?

3 of 5   Deny   Allow

Allow **Skype for Business** to take pictures and record video?

4 of 5   Deny   Allow

3. The **Terms of Use Screen** will appear. Scroll to the end and **click Accept**.

Terms of use

agreement, and the terms
for supplements, updates,
Internet-based services and
support services that you use,
are the entire agreement for
the software and support
services.

11. APPLICABLE LAW.
a. United States. If you
acquired the software in the
United States, Washington
state law governs the inter-
pretation of this agreement
and applies to claims for
breach of it, regardless of
conflict of law principles. The
laws of the state where you
live govern all other claims

DECLINE   ACCEPT

4. The **Welcome to Skype for Business Screen** will appear. **Click** the **arrow**.
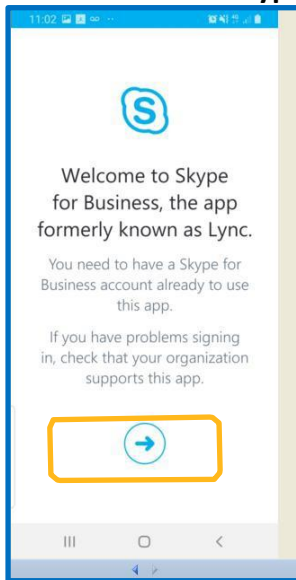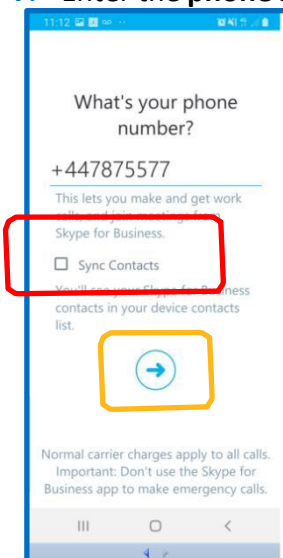

5. Enter the **Organisational email address (Your work email address)**. **Click** the **arrow**.
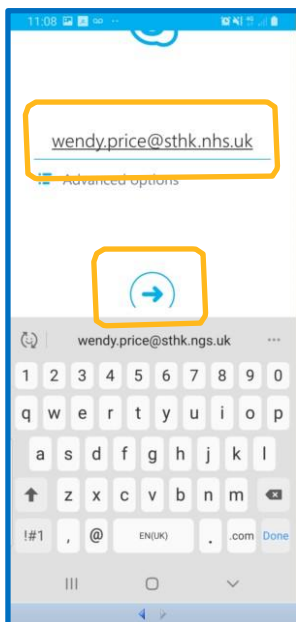
6. Enter your **Password (your work computer password)** . **Click** the **arrow.**

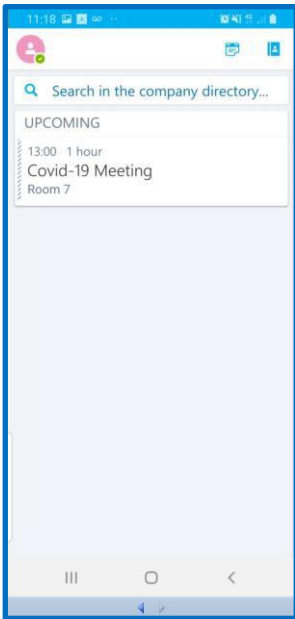**7.** Enter the **phone number of Mobile**, click the blue arrow.

!!ENSURE you **UNTICK** the **Sync Contacts** Option.

Click the **arrow**.

Scroll through the three help screens. **Click** the **Blue Arrow** to continue.

8. Your **Home Page** will appear.

Contact Details

System Queries	Health Informatics Services IT Service Desk	0151 676 5678
IT Queries	Health Informatics Services IT Service Desk	0151 676 5678
Training Queries	Health Informatics Services IT Training Service	it.training@sthk.nhs.uk 0151 430 1173